

December 2017

DISABILITY ACCESS COMMITTEE

STATE WORKFORCE BOARD AND REGIONAL WORKFORCE BOARD

WIOA plans continue to be implemented across the state through work occurring at state, regional and local levels. IVRS is actively participating in this through leadership on the Disability Access Committees, and with voting representation on the state workforce board and our regional workforce boards.

The Disability Access Committee has completed physical access surveys at all sites with the exception of the Des Moines site, which just moved into a new location the later part of November, 2017. Eight regional boards have hosted consumer focus groups to gather additional consumer feedback on service delivery issues. It is hoped our remaining twelve sites will be able to move forward also with completion of the focus groups. All surveys have been shared with state workforce staff and they will now be taking the lead in communicating with local landlords on implementation. These surveys should have been discussed at the local board level, received approval at the local board level and then forwarded to the state offices. This process helps maintain open communication for those local officials representing the regions. Implementation for problem areas related to the survey will be the responsibility of the Regional IWD Operations Manager who will be the primary point of contact with landlords. The local committee will follow-up at later dates to monitor progress and remaining issues.

Consumer focus groups, if not completed, should still be carried out. Feedback and efforts should be summarized and sent to Page Eastin with the Iowa Client Assistance Program. This is an effort to engage stakeholders and attempt to obtain user feedback on customer service and physical/program accessibility issues. The Disability Access Committee posted a check list on the shared web link <https://www.iowawdb.gov/about-disability-access-committees>

The state-wide committee is providing guidance on curriculum training that will begin to address basic customer service and understanding of resources related to disability and attempt to capitalize on partnerships with IVRS and IDB at the local levels. This training will be initiated through the Disability Resource Coordinators (DEI) and shared across regions. This will include a couple of different stages including completion of a survey on comfort levels that will be sent from the state level, as well as integration of customer service and disability related knowledge at the service level. Once completed, the local committees will be able to address further communication and gaps that are identified.

The State Workforce Board had their first meeting in November, 2017 with the new make-up of participants. The Board now has approximately 35 voting members. In September, 2017, the Department of Labor conducted a review of Iowa's implementation of the WIOA and provided a written report with recommendations/mandates. DOL has mandated that substantial changes be made to the internal infrastructure of workforce service delivery in Iowa in order to effectively implement WIOA. DOL has determined that Iowa must redesign local workforce boards including the number, scope, operation and structure of those boards. DOL has determined the current structure is not in compliance with WIOA or federal law and in order for Iowa to be compliant, significant changes to the current

structure must be made within the next few months. A workgroup has been formed to address these challenges with recommendations to be made by early spring, 2018.